



Cleaning Issues

What You Need To Know

The annual review by the Tenancy Deposit Scheme (TDS) for 2014 - 15 highlights types of disputes and most common cause of complaint brought to any of the deposit protection schemes is about cleaning, increasing from 49% in 2009 to 58% in 2015 and are at their highest level since 2007.

Whilst the dispute rate across all Schemes has been relatively low since 2008, at approximately 1% of all protected deposits, it is worth taking a little to time getting to know the legalities concerning cleaning issues, for your own peace of mind.

The problem of professional cleaning or 'domestic' cleaning is a common cause of disagreement at time of check out. The resolution is clear. If a property was in a professionally cleaned condition at time of check in it should be left in a fully clean condition at time of check out

Professional cleaning can be defined as cleaning carried out by an independent specialist company or operative and for which evidence can be produced in the form of receipts for work completed.

At the end of a tenancy the property should be left in a similar condition as found at time of check in, allowing for normal wear and tear. Any remaining cleaning issues are not deemed to be wear and tear. If something can be cleaned it should be left in a clean condition.

An item or area is either clean or not clean, no matter who has carried out the work. If a check out is carried out and there are no recommendations made for additional cleaning, the landlord cannot insist on a further full professional clean at the tenant's expense, even if this was carried out at time of check in.

The definition of a professional clean is that a property and its contents should be 'sparkle clean' with no evidence of dust, grime, grease or finger marks etc. When a tenant leaves a property at the end of the tenancy they must leave no trace of their occupancy. This covers cleaning issues as well as any additional items left behind.

Note: Should any items be left behind without prior agreement between the landlord or letting agent, any items left by the tenant at the end of the tenancy will be removed by the landlord or letting agents at the cost to the tenant.